

# Implementations and Help Desk Support

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# Topics

- **Mission**
- **Help Desk Support**
- **Global Reach**
- **Other Services:**
  - Implementations
  - Training
  - Customer Assists



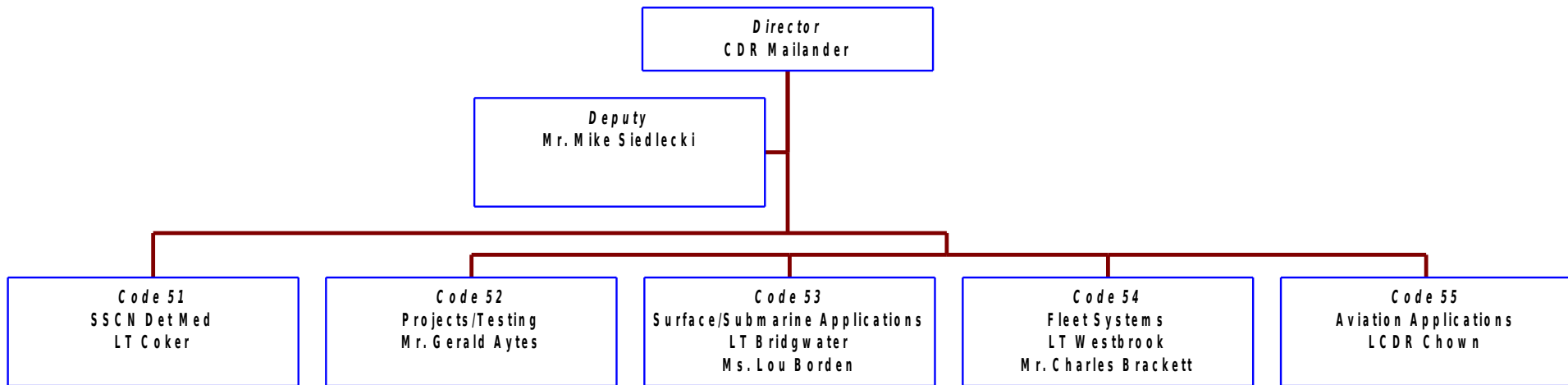
# Code 50 Fleet Support Atlantic

## **Mission:**

To plan, manage, coordinate, and accomplish the testing, implementation, training, and life-cycle support for maintenance, logistics, and administrative applications globally.

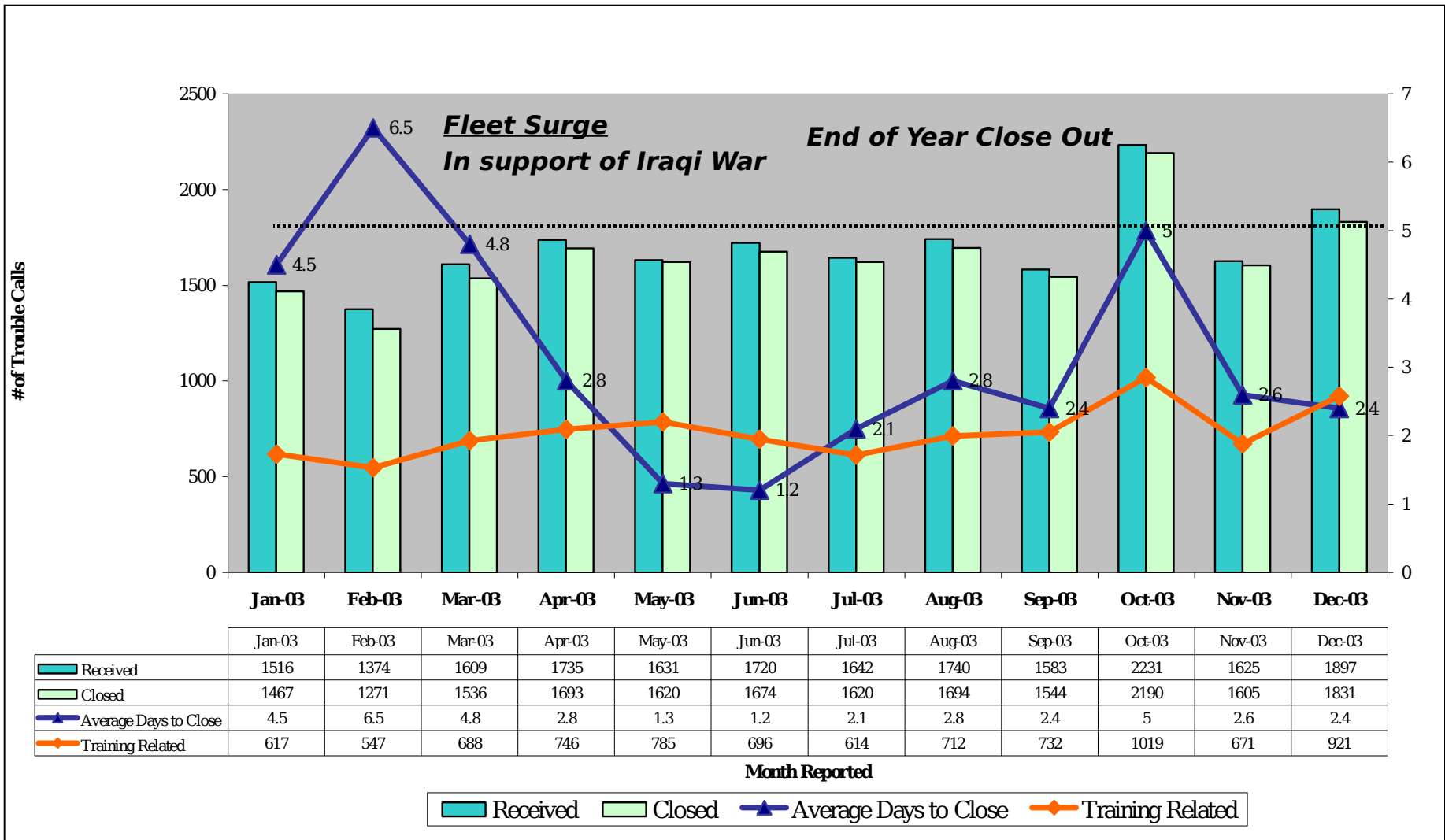


# Code 50 *Fleet Support Atlantic* Organization

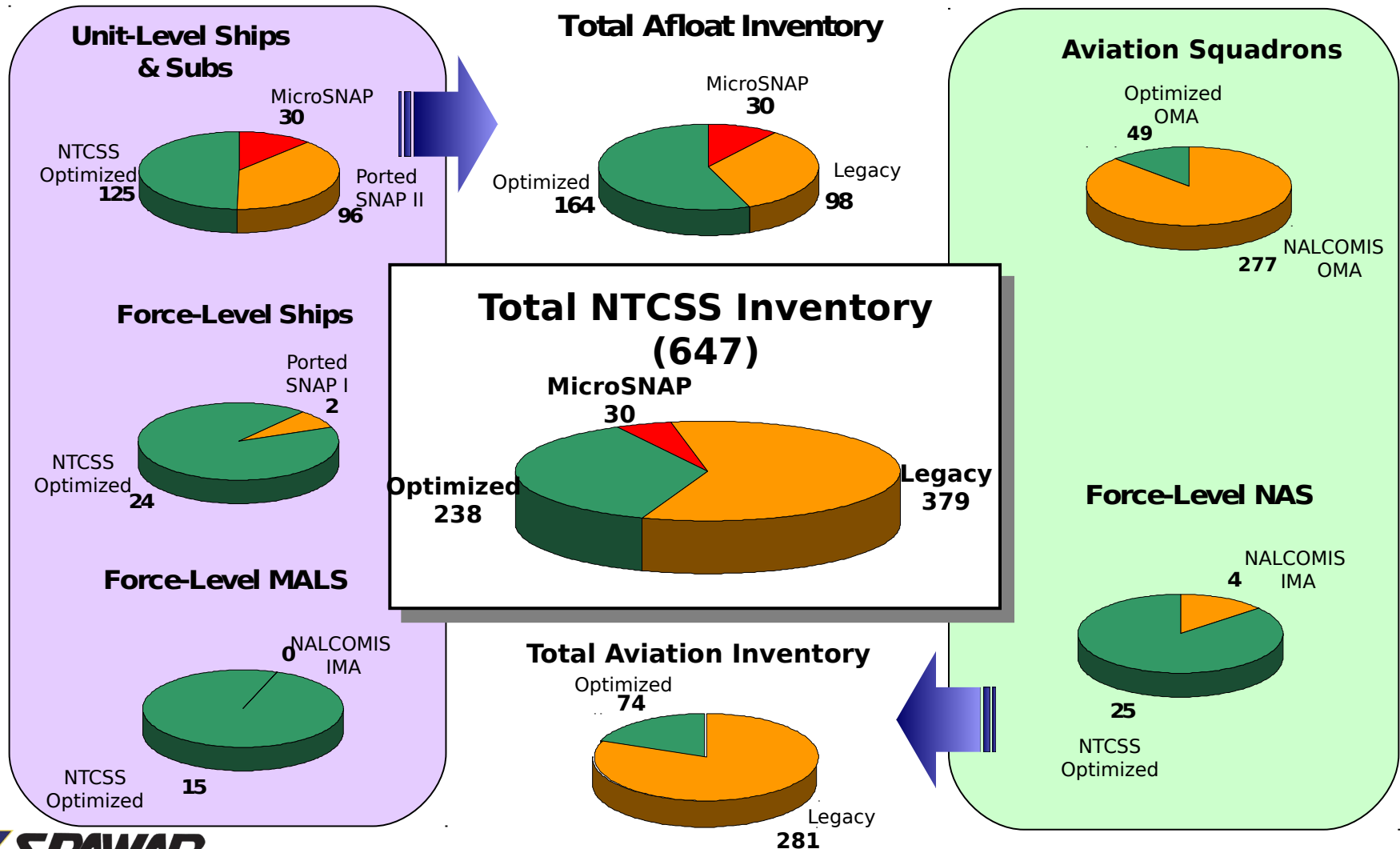


# Help Desk Support

JAN-DEC 2003



# NTCSS Program of Record Inventory



As of 1 Dec 03

# Global Reach

## **DET Pacific** **San Diego**

Pacific Fleet  
implementation  
& support

## **SPAWARSYSCE** **N\_** **Norfolk**

Product  
Engineering  
Atlantic Fleet  
implementation  
& support

## **DET Med** **Sigonella**

Support for 6th  
Fleet & units  
deployed to or  
located in Med,  
N. Atlantic

## **DET WestPac** **Yokosuka**

Support for 7th  
Fleet & units  
deployed to or  
located in W.  
Pacific & Indian  
Ocean

***Enhance our organizational and  
communications alignment  
Deliver the right readiness  
Demonstrate our enhanced surge  
capability***

# Implementations

## Afloat-Ashore Installs

- Web Based
- Client-Server



## Implementation Training

- Implementation Training
- Over-the-shoulder
- Formal Classroom
- Seminars
- **Mobile Classrooms**

## User documentation

- User manuals
- Online help
- ILE/RLO environment

Optimized - 12  
OOMA - 38

<u>Pre-Implementation Brief</u>	<u>20 MAR 03</u>
<u>System Administrator Course</u>	<u>20-30 MAY 03</u>
<u>Initial Install</u>	
<u>Functional Classroom Training</u>	<u>20-30 MAY 03</u>
<u>eNTCSS Install</u>	<u>16-18 JUN03</u>
<u>Over the Shoulder Training</u>	<u>19-27 JUN03</u>
<u>Out Brief</u>	<u>27 JUN03</u>
<u>Final Install (DATES TENTATIVE)</u>	
<u>Functional Classroom Training</u>	<u>26JAN-6FEB 04</u>
<u>eNTCSS Install</u>	<u>4-6 FEB 04</u>
<u>Initial Operability Check (IOC)</u>	<u>6 FEB 04</u>
<u>Over the Shoulder Training</u>	<u>6-13 FEB 04</u>
<u>Out Brief</u>	<u>13 FEB 04</u>

# Responding to the Customer

## **Onsite Assist Visits**

- Emergency assists (CASREP)
- Technical Assistance visits
- Courtesy visits (grooms)

## **Remote capability**

- Total visibility
- Resolve issues real time

